

LIST OF CURRENT JOB OPENINGS IN WEBER COUNTY CORPORATION. PLEASE  
DISTRIBUTE TO PERSONS IN YOUR AGENCY CONCERNED WITH JOB  
RECRUITMENT AND PLACEMENT

JOB TITLE	SALARY	ISSUE
ASSISTANT CUSTOMER SERVICE SPECIALIST	\$11.30/HR	07-22-2016

**Weber County Library - Full-Time (40 hr per week) with Benefits including insurance or Part-Time with Benefits (20-29 hr per week) Sick-Vacation-Retirement & Holiday pay. Will work flexible hours, including some evenings and weekends, and assisting the public in a variety of settings. Must have pervious experience working with the public and excellent customer service skills. Preferred applicants will be fluent in English and Spanish.**

***Mission:*** All library employees are hired to assist in the provision of relevant information services to all segments of the community so that individuals can make meaningful decisions in their lives and participate as full-fledged members of our democratic society. Employees are responsible to work to provide an environment of “neutral ground” where all may come together to gain information, to affirm a common good, and to pursue both group and individual goals. That is, library employees are not hired to give government sanction to a set of particular ideas or values, but rather to provide open access to materials representing all points-of-view. In order to accomplish this mission, employees are hired with the understanding that their day-to-day job duties, shift assignments (including evenings, weekends & holidays) and work locations may be modified or changed in order to provide the best information services possible in a hospitable and safe environment. All employees are hired to uphold the general principles set forth in the American Library Association’s *Code of Ethics*, *Library Bill of Rights*, and *Freedom to Read Statement*; to make decisions according to a formalist system of ethics; and to implement decisions according to innovative management and proven economic principles. As part of their annual performance plan, employees will develop a “self-learning agenda” which will serve to help them keep abreast of the skills they need to: 1) provide excellent public service; and 2) help further their own careers in a dynamic and ever-changing environment.

***General Duties:*** Under the limited supervision of a Senior, Professional, or Associate staff member, Assistant Specialists perform the following types of entry level para-professional duties: Bibliographic maintenance; collection maintenance; equipment maintenance; directional and ready reference; basic reader’s advisory; basic acquisitions, copy cataloging, detailed materials processing; and other tasks of an entry level para-professional nature as required by individual library divisions. Each employee must annually and successfully complete a results-oriented performance plan, based upon the specific job duties for the position and upon the individual employee’s performance needs.

***Performance Results:*** (Note: Any one position may not include all of the results listed, nor do the listed examples include all of the results which may be found in positions of this class. That is, employees may add results, and specific areas of assignment within the library may require the employee to perform fewer results than in other areas.) Assistant Specialists will write “By” statements (goals) which will focus their energy upon skills they bring as a result of formal training in specialized fields other than librarianship. These skills in fields other than librarianship are *secondary* to the mission of the organization; they therefore do not command the same salary payment as those with formal library training.

**Collection Management** Maintains collection development procedures and benchmarks.

Contributes to an ongoing, written collection development plan. Participates in the implementation of appropriate training opportunities for self and others. Participates in the implementation of guidelines for system purchasing plans. Participates in the implementation of guidelines for system weeding plans. Participates in the maintenance of the bibliographic and customer data bases. Maintains procedures for the selection, acquisitions, and cataloging of library materials.

**Fiscal Management** Maintains procedures to ensure that public funds are received, recorded, deposited, and expended in an acceptable and honest manner. Contributes input for the division budget. Participates in the implementation of staff training opportunities which ensure that the highest standards of accuracy and integrity are met in all areas of fiscal responsibility. Participates in the implementation of system fund raising activities. Maintains procedures to ensure that funds are used in an appropriate, efficient, and timely manner.

**Personnel Management** Contributes to the implementation of procedures to ensure appropriate and effective communication at all levels. Participates in the implementation of training opportunities for new employees. Participates in the implementation of quantifiable performance standards to be used as criteria for evaluating performance of self and others. Participates in recognizing outstanding work performance in their division. Participates in solutions for dealing with problems associated with below standard performance of self and others. Participates in helping employees focus work time upon activities which support agreed upon system and division goals

and priorities. Participates in documenting work performance. Maintains employee work schedules (paid and volunteer) to ensure adequate staffing and the best use of available resources.

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**Program Management** Maintains the integrity of exhibits and other library sponsored programs. Contributes to a programming plan which advances the mission, roles, goals, and principles of the library system. Participates in maintaining system guidelines for tours and outreach activities. Participates in maintaining system guidelines for promotion of library sponsored events. Participates in monitoring the use of meeting rooms and exhibit areas.

**Property Management** Supports system property management plan.

**Public Service Management** Maintains procedures for the continual improvement of customer service. Contributes and participates in a quality customer service program. Participates in quality reader's advisory services. Participates in quality reference and referral services. Participates in quality customer accounts management services. Contributes to a quality staff training program. Contributes to a public relations plan to promote library programs and services.

**Technology Management** Maintains short term plans which identify and solve problems, help the library keep pace with the changing information environment, and increase the quality of library services. Contributes to a maintenance program for library technology resources. Participates in public and staff utilization of computer and other technological resources. Maintains records of utilization of technology related services.

***General Qualifications:*** An Assistant Specialist classification assumes a need for a minimum of two years post high school education or training from an accredited institution of technical or higher education. Assignments may be such that library knowledge is less important than a general education. Individuals with an Associate Degree or the equivalent, *without formal library courses*, are eligible for employment in this category OR an equivalent combination of education and experience. Job assignments will vary within each division according to need, but each employee will be expected to serve as support staff to Associate, Professional, and Senior staff following established rules and procedures, and including (at the top level) supervision of Technical staff. Assistant Specialists may be hired for their high level support skills, but they are also hired for their special para-professional skills such as data base maintenance, public programming, or ability to serve the public. Must be able to operate and troubleshoot basic equipment in the library division (computers and printers, satellite distribution systems, microfilm machines, copy machines, etc.). Must have the ability to follow Board policy and Library Administrative plans and procedures, take initiative, work well with others, and accept responsibility for his/her own actions.

***Special Qualifications:*** Must be able to work rotating shifts (seven days a week), flexible hours (morning, afternoon, and evening), and holiday hours when the library is open. All Assistant Specialist staff will work a minimum of two evenings per week and will alternate weekend shifts with the other employees in their divisions. They will also work holiday hours in equal proportion to those of other employees in their division. Assistant Library staff are not exempt from the Fair Labor Standards Act. Under the guidelines of the law, they may be required to work extra hours to cover for those employees who may be on vacation, sick leave, etc.

***Tools and Equipment Used:*** Including but not limited to: computers (networked and stand-alone), complete with various applications software; library collection (circulating, reference, CD-ROM, on-line, etc.); telephone, FAX machine, microfilm and microfiche machines, reading machines for the blind; copy machines, video tape machines and satellite video distribution networks; various projectors and public presentation media.

***Physical Demands:*** While performing this job the employee is regularly required to lift up to twenty-five pounds, and occasionally up to fifty pounds. Must remove library materials from shelves at a maximum height of six feet; use hands to finger, handle, feel, or operate computer keyboards, tools, or controls; and reach with hands and arms. Must be able to move about the area, talk clearly with customers, and hear customer responses. Must have excellent close vision and good distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee is required to walk, sit, climb, balance, stoop, kneel, crouch, and crawl.

***Work Environment:*** While performing the duties of this job, the employee regularly works in a library public service environment or in a business office environment.

***Affirmative Action/Equal Employment Opportunity/Americans with Disabilities:*** It is the goal of the library to employ a diverse group of individuals who represent the richness of ideas and philosophies prevalent in a modern society. Every reasonable effort will be made to accommodate individuals with disabilities and to promote and foster pluralism in the work environment, while maintaining the cohesion needed to act as a single community of public employees dedicated to the mission of the library system.

**POSITION CLOSES AUGUST 5, 2016**

**COUNTY APPLICATION FORM MUST BE SUBMITTED TO:**

**Weber County H.R., 2380 Washington Blvd., 3rd Floor, Suite 340, Ogden, Utah 84401**  
**EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

## DRUG AND BACKGROUND TESTING REQUIRED